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| Experience | |
| Dec2019- Current  IBM | **Facilities Manager,**   * Managing building and system start-up to ensure accomplishment of project goals, specifications and contract requirements. * overseeing and agreeing contracts and providers for services including security, parking, cleaning, catering, technology and so on * supervising multi-disciplinary teams of staff including cleaning, maintenance, grounds and security * ensuring that basic facilities, such as water and heating, are well-maintained * managing budgets and ensuring cost-effectiveness * ensuring that facilities meet government regulations and environmental, health and security standards * advising businesses on increasing energy efficiency and cost-effectiveness * overseeing building projects, renovations or refurbishments * helping businesses to relocate to new offices and to make decisions about leasing * drafting reports and making written recommendations. |
| Dec2015- Dec2019  IBM | **Facilities supervisor,**   * Recruited and mentored new maintenance staff. * Answered all building emergencies and directed an efficient response. * Managing building and system start-up to ensure accomplishment of project goals, specifications and contract requirements. * Participate in prepared monthly and yearly reports to present key facility statistics |
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| January,2012- Dec2015  IBM | **Help Desk Operator,**   * Acted as the direct point of contact for any escalations or inquires from employees * Responded to customer email, calls and live chat regarding any issue to fix. * Managed the tooling processes for our services. |
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| Languages | | | |
|  | | * Arabic Fluent * English Good | |
| Courses and Training | | | |
|  | | * Planning for Results; * Time Management; * Customer Care Interface; * Communication Skills; * Problem Solving; * Facilitation Skills | |
| Academic Background | | | |
|  | | * Information System – Pharaohs institutes | |